

Salary Schedule	MOU	Benefits
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City of Alameda
Code No. 7315
Approved by C.S.B.
TBD

UTILITY INFORMATION SYSTEMS BILLING SPECIALIST

DEFINITION

Under general supervision, performs systems application and analytical work of complex difficulty; and performs other related duties as required.

DISTINGUISHING FEATURES

This classification assists in system application functions and analysis of specialized databases. Positions allocated to this class may be assigned to perform work in payroll and human resources management. Initially, work is closely supervised; but as knowledge, experience, and skill are gained, supervision becomes more general.

EXAMPLES OF DUTIES

1. Performs work involving the utilization of PC and network database operating systems technology for efficient management of information.
2. Assists in the maintenance of and troubleshoots problems with specialized databases.
3. Prepares detailed documentation and operating instructions of fully operational systems.
4. Analyzes departmental and industry trends.
5. Trains and coaches users on system applications and databases.
6. Builds and runs queries for routine and specialized reports.
7. Confers with operating department users, superiors, and other technical personnel in resolving problems encountered in the use of application systems.
8. Selects and prepares input data which will verify a query program's intended effectiveness, and to test the query programs.
9. Reviews and rewrites queries in order to increase operating efficiency or to update queries to new requirements.
10. Assists with troubleshooting phone calls from users regarding application systems.
11. Creates and runs queries from the payroll database.
12. May perform data entry and document generation and distribution, including work related to payroll information and reports.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited two year college with course work in Business, Mathematics, Engineering, Management Information Systems, Computer Science or closely related field.

Experience: Three years of progressively responsible work experience in computer database applications and information systems.

Knowledge

Knowledge of the principles of query programming and system documentation procedures; principles and practices of electronic data processing; use of internet technology; graphic user interface technology or application development tools; and client/server technology principles, uses and operational characteristics of information technology hardware and software, and mainframe operating systems, networks; printers, meter reading devices, and customer service databases used to track customer accounts.

Ability

Ability to work in a fast-paced environment; prioritize and organize multiple tasks, often requiring attention to detail; and understand and follow instructions, flow charts, and documentation; use information systems involved in the performance of job functions; analyze procedures and data, and develop logical conclusions; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate effectively; and establish and maintain effective working relationships with those contacted in the course of work.

Special Requirement

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

CL: Human Resources Department

4/29/13